

ADPA BULLETIN NO. 04-01

January 30, 2004

TO: AllCalWORKs Providers

FROM: Patrick L. Ogawa, Director
Alcohol and Drug Program Administration

SUBJECT: **REQUIREMENTS FOR SUBMITTING CALWORKS CLIENT DATA**

This bulletin is to emphasize the requirement to submit CalWORKs client data as part of your monthly billings, and to inform you of changes to the existing CalWORKs Billing System.

BACKGROUND

Alcohol and Drug Program Administration's (ADPA) CalWORKs supportive services program is funded by Los Angeles County's Department of Public Social Services (DPSS). As a condition of funding, DPSS has required that ADPA, via our contracted providers, provide them with specific client data. In order to collect this data, ADPA established the CalWORKs Billing System in FY 1998-99. However, over the years, not all providers have used the system to provide the necessary client data.

DPSS IS WITHHOLDING PAYMENT

DPSS has recently reiterated their demand that our providers substantiate billings and service delivery by providing complete and accurate CalWORKs client information. They have recently stopped honoring our billings and will continue to withhold CalWORKs payments to ADPA until our CalWORKs providers provide the information requested. Therefore, because we are not being reimbursed by DPSS due to incomplete client data, we will be compelled to begin withholding payment from contract providers that fail to provide us with the required data elements contained in the CalWORKs Billing System, and explained in the following paragraphs.

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BILLING CLAIMS

Effective immediately, all monthly CalWORKs claims must be accompanied by supporting client information. Because DPSS has added additional reporting requirements, this information must be prepared manually and submitted on forms resembling those on the existing system. This applies to all treatment and CASC contracts regardless of funding mechanism (cost, staff hour, and fee-for-service contracts). These forms are in Microsoft Excel format (Attachment I) and may be accessed on our website at

<http://www.lapublichealth.org/adpa/Bulletins/BulletinSeries.htm>

There are separate forms for each contract type. Please select the appropriate form based on your contract's reimbursement type (fee-for-service, cost, staff hour). **Monthly claims not supported by the client data forms, or forms that are submitted incomplete, will not be processed for payment.**

NEW REPORTING REQUIREMENTS – ORIENTATION & OUTREACH ACTIVITIES

DPSS is now requesting additional service support information on orientation and outreach activities provided by CalWORKs contractors (i.e., number of orientation sessions provided, number of prospective clients oriented, etc.). This, and other information, is contained on a new form that each contractor will be required to be complete. The new form is titled, **CalWORKs Orientation & Outreach Activities** (Attachment II). This form can be accessed on our website (see internet address as above). As with the billing forms the orientation and outreach information must be prepared and submitted manually until the automated system is fully operational. At that time, you will be required to use the system to input your data.

TEMPORARY BLACK-OUT PERIOD

For now, the client data forms must be prepared manually because the CalWORKs Billing System will be shut down temporarily to perform system enhancements and include the recent data elements required by DPSS. The suspension period will begin on February 15, 2004 and may last approximately one month. During this period, you will not be able to access the system, thus, necessitating the manual submission process.

Once the system is operational, you will be required to use the system to input your data; the manual system will no longer apply. We will inform you when the system is again operational.

SYSTEM CHANGES AND TECHNICAL TRAINING

In the interim all contractors must submit data in the manual format. The automated system updates and technical requirements will be further explained during on-site training sessions.

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SYSTEM CHANGES AND TECHNICAL TRAINING: CONT.

ADPA staff will be contacting your agencies to schedule this training. During this site visit, our staff will also ensure that your computer system is appropriately set-up to access the new application.

To ensure proper system access, an individual user name and password will be assigned to each user. For your information, minimum system and internet access requirements are as follows:

- Pentium III or equivalent
- 128 MB RAM and 800 MB Free Hard Disk Space
- Windows XP/2000/98
- Printer
- Internet Access: the system supports either Dial-up Internet connection (with 56K V.90 Modem), Digital Subscriber Line (DSL) or equivalent

MANDATORY PROGRAM POLICIES & PROCEDURES TRAINING

We understand that additional work is required of our contractors. Therefore, we offer to work closely with you so you have a clear understanding of what is required. In that regard, we will be planning a mandatory in-depth training on CalWORKs policies and procedures in the near future. This training will cover all new CalWORKs policies and procedures, in addition to existing ones that way all of your CalWORKs staff are well informed and which will prevent possible audit exceptions and reimbursement disallowances.

We appreciate your prompt attention to this matter, and thank you in advance for your efforts. Please contact the following staff for further assistance:

Information Systems:	Richard Lugo	626.299.4547
Billings:	Shirley Diep	626.299.4180
General CalWORKs:	Linda Dyer	626.299.4109

PLO:sd

[Attachment I](#)

[Attachment II](#)

c: Richard Browne
Jeremy D. Cortez
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